Transformation Navigator

Customer Stories of Becoming the Intelligent Enterprise
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Turning Empathy into Action

Imagine a free, intuitive tool that pulls in your existing SAP® solutions and helps you **chart the road forward for digital transformation with SAP S/4HANA®**. This is empathy into action. This is the SAP Transformation Navigator tool.

SAP Transformation Navigator helps you map your way toward becoming an intelligent enterprise – one that uses leading-edge integrated applications and intelligent technologies such as machine learning and the Internet of Things, all on a digital platform. This enables you to auto-adapt to changing conditions and continuously improve performance by focusing on higher-value outcomes.

While this road forward may be complex, the goal of SAP Transformation Navigator is to help make your transformation easier. SAP Transformation Navigator walks you through initial decisions regarding which innovations to pursue for your organization. The result is a solid road map that facilitates the conversations you need to have to drive your transformation forward.

Fire up your existing landscape by entering your S-user number. Then, start making decisions about where you’d like to go. When you’re done, the tool generates a road map and polished transformation guides on demand. Share this output with colleagues and stakeholders. As plans solidify, you can also return to the tool to generate updated road maps that reflect new decisions.

In 2016, SAP CEO Bill McDermott promised greater empathy for customers struggling with the complexity of digital transformation. SAP Transformation Navigator is the realization of that promise.

Dive In Today

With more than 30,000 product maps generated in the first year alone, SAP Transformation Navigator is a hit. Customers all over the world are diving in – and we encourage you to do the same by trying the tool now.

Still wondering how customers benefit from SAP Transformation Navigator? Read on for stories of how SAP customers across different industries are using the tool today to become intelligent enterprises of the future.
Snohomish County PUD was created in 1936 as part of the public power movement in the Pacific Northwest region of the United States. Providing publicly owned electric and water utility service to the people of Snohomish County and Camano Island, the PUD is the second-largest publicly owned utility in the state of Washington.

A longtime SAP customer, Snohomish is committed to ongoing service excellence – keeping operational systems up to date and passing the benefits of efficiency and streamlined processes on to its customers. Part of this commitment meant making the move to SAP S/4HANA.

Marc Rosson is an enterprise architect at Snohomish. “Strategic vendor road maps are part of what we do,” says Rosson, “and SAP Transformation Navigator is a great tool to help us do that job.”

Since SAP Transformation Navigator was released, Rosson has been using the tool to help map the way forward for the PUD. At the SAPPHIRE NOW® conference in 2017, Rosson and his team had an opportunity for a one-on-one session with an expert from SAP.

“We just logged in, pulled up our products, and started exploring how they map to SAP S/4HANA,” Rosson says. Inspired by the session, Snohomish then worked with consulting firm Utegration Inc. to organize a face-to-face workshop with representatives from SAP, the PUD, and other utilities in the Pacific Northwest.

COLLABORATIVE
Before the workshop kicked off, both SAP and Utegration provided experts to lead a Webinar that educated attendees about the basics of SAP S/4HANA. The workshop itself – an in-person, all-day meeting hosted by Snohomish – attracted six utilities from the United States and Canada, including large investor-owned utilities and public and municipal entities.

“The tool allows you to share maps – not only inside your organization but outside as well,” says Rosson. “For us, it’s a great way to collaborate with other utilities to ensure best practices and devise industry standards.”
USER-FRIENDLY
“SAP Transformation Navigator is very user-friendly,” Rosson recalls. “After logging in, we used the tool to pull in all existing products. This is a great accelerator – especially for large operations where landscapes can be quite expansive.”

Rosson and his team then looked at how each product mapped to SAP S/4HANA. “The output from the tool shows you each product and the type of transition it’s making,” he says. “We then use the output in our group architecture discussions to determine a final architecture and start time-slicing the actual transformation phases.”

BUSINESS FOCUSED
While SAP Transformation Navigator is an important tool for enterprise architects and other technical roles, it is also designed to focus on business needs. Generated output, in fact, includes a business, technical, and transformation report. Together, these provide the perspective needed to align teams as organizations move forward with digital transformation initiatives.

One important feature from the business perspective is the value aspiration section of the tool – which helps the business prioritize its goals. “The value aspiration aspect of SAP Transformation Navigator helps us have that conversation with the business about what’s more important – say, reduced finance cost versus improved customer satisfaction,” Rosson says. “This helps us establish principles and solidify our direction moving forward.”

In addition, Snohomish has had business users dive into the SAP Solution Explorer tool – soon to be integrated into SAP Transformation Navigator – to further familiarize themselves with the road map for SAP S/4HANA. “The business thinks in capabilities; IT thinks in SKUs,” Rosson says. “The combination of the two resources helps us align.”

UNIQUE
Every business is unique – and the output of SAP Transformation Navigator will be unique to each organization that uses it. “Snohomish has been with SAP for a long time,” says Rosson. “Our drivers and sequencing are unique. For greenfield customers – or for organizations in different industries with different challenges – their futures will map out differently. But the point is that for any customer looking at digital transformation, SAP Transformation Navigator is a clear way to get where you’re going fast with SAP. It’s also free.”
University of Mississippi

At the University of Mississippi – or Ole Miss, as it’s known – growth and change are a way of life. For 22 consecutive years, enrollment has grown. Today, the university serves more than 24,000 students from the United States and 90 countries around the world.

Helping to promote this growth and change is a first-rate IT team that has worked with SAP for decades. Currently, this team is helping Ole Miss to move core HR functions to SAP SuccessFactors® solutions in the cloud. Next on the agenda: preparing the project plan to migrate all core ERP processes to SAP S/4HANA.

These are big moves that will be felt by many of the university’s nearly 3,000 employees and staff. And as if to ratchet up the challenge, the university has recently undergone changes in executive leadership, with the selection of a new provost and a new chief information officer.

SELF-SERVICE
To help navigate the change ahead, the IT team uses SAP Transformation Navigator. Al Ling, director of business applications and ERP support at the University of Mississippi, has used the tool on a self-service basis. “It’s very intuitive,” Ling says. “Answer some questions, and the tool returns a road map that shows you how to get from point A to B.”

At the same time, Ling says, “You get back what you put into it.” For Ling, this has meant returning to the tool to run through various scenarios with different decision points. “An important aspect of SAP Transformation Navigator is that it’s an iterative tool – even organic in a sense. Go back to it again and it may lead you to interesting places.”
ACCELERATED BUY-IN
As for the new CIO and plans for the future, the road maps generated thus far will be used to help facilitate change campuswide. “Executive buy-in, that’s what SAP Transformation Navigator helps us with,” says Ling. “We can use these road maps to show university administrators exactly what we need to do, how we’re going to do it, and how long it should take.”

Where would the IT team at Ole Miss be otherwise? “We’d be thumbing through the service marketplace, maybe bringing in a change consultant of some sort,” says Ling. “Instead, we’re moving forward much more quickly.”

As we move along in our road map planning over the next five to seven years, SAP Transformation Navigator is going to be an invaluable tool – and it has already revealed its value.

– Al Ling, Director of Business Applications and ERP Support, University of Mississippi
Duni

Duni is a leading supplier of attractive and convenient products for table setting and takeaway. Duni’s promise is to bring “goodfoodmood” to where people meet and eat.

Duni is also a growing company expanding into new markets. With this growth comes the challenge of steering the course toward digital transformation. Part of the job of making the business case for digital transformation falls to Jacek Szymanski, Duni’s chief information officer.

Szymanski is evaluating a move toward SAP S/4HANA. Lending a hand is Acando AB, a longtime technology partner. Acando used SAP Transformation Navigator to automatically pull in Duni’s existing SAP solutions and start mapping out what a move to SAP S/4HANA would look like.

VALUE BASED
Part of what Szymanski likes about the tool is that it highlights key value scenarios as they relate to specific transformation paths – thus providing a clear picture of the targeted “to-be” architecture. One value area for logistics focuses on improving customer satisfaction. Drilling down reveals a list of specific KPIs regarding on-time delivery.

“Our business is highly seasonal,” says Szymanski. “Christmas and Easter are our peak seasons, and getting Duni’s products to our customers on time is key to profitability.” This is hardly an overstatement. Customers receiving holiday-themed products after the holiday tend to return the product.
EYE OPENING
Karl Bergström, a presales enterprise architect at SAP, has worked with Duni extensively. “The output from SAP Transformation Navigator,” Bergström says, “prompted Duni to look at a range of sophisticated metrics that measure its success with on-time delivery. The analysis that followed revealed opportunities for improvement.”

“It was quite eye opening,” says Szymanski. The analysis showed that by modifying certain processes and taking the required action, Duni would be able to reduce costs, increase efficiency, and capture revenue not previously reflected on the balance sheet.

“SAP Transformation Navigator helped highlight opportunities for Duni to minimize costs while capturing more revenue,” says Szymanski. “From a budgeting perspective, this can help us make the business case for new projects moving forward.”

Duni is still in the early stages of its transformation journey. Options include modifying existing processes to increase visibility into key on-time delivery metrics – or moving to SAP S/4HANA, which would also help increase visibility.

“Whichever route we take,” says Szymanski, “the important thing right now is that we’ve started the conversation, teams are aligning, and we’re on the road to making decisions that will continue to help us grow as a company.”
University of Tennessee-Knoxville

The University of Tennessee System is made up of three campuses statewide, a health science center, and institutes for space, agriculture, and public service. With a growing workforce, never-ending demand for IT services, and complex layers of federal and state regulations to comply with, this university system – with 12,600 employees – was under constant pressure to modernize IT.

TAKING ADVANTAGE OF SAP S/4HANA
Jim Sauceman is director of SAP ERP application support for the University of Tennessee System. His group focuses on nonstudent IT needs – such as HR and finance – statewide. To move forward with the group’s modernization efforts, Sauceman and his team helped the university system switch databases – moving from Oracle to the SAP HANA® database. To build off of this success, system leaders wanted to migrate from a legacy implementation of the SAP ERP application and take advantage of what SAP S/4HANA had to offer. The question was, “Where do we start?”

Fortunately, Sauceman joins a monthly call with SAP focused on higher education. It was there that he first heard about SAP Transformation Navigator. Later, on his own, he accessed the tool and started planning how to make the move to SAP S/4HANA.
A PATH FORWARD

Over a period of a few days – an hour or two here and there – Sauceman generated roadmap reports that serve as a starting point for discussions internally. “What I like about SAP Transformation Navigator,” Sauceman says, “is that it gives us a framework for our digital transformation journey. It asks questions you might not know to ask. Based on your answers, it charts a path forward.”

Sauceman is an iterative user of the tool. His plan is to review his original answers and make sure they make sense. Then he’ll share his road maps with finance experts throughout the university system. “I made a lot of decisions,” he says. “Some of them will work, others maybe not. Let’s sit down, discuss, and move things along.”

In this way, SAP Transformation Navigator helps align decision-makers throughout the university system for the hard work of digital transformation. But, according to Sauceman, it’ll be worth the effort. On the horizon, with SAP S/4HANA up and running, the University of Tennessee System sees a bright future. What exactly lies ahead? “Self-service mobile apps, for one,” says Sauceman. “Also, greater data transparency for users – and improved efficiency for IT.”

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— Jim Sauceman, Director of SAP ERP Support, University of Tennessee System
Toronto District School Board

With an operating budget of CAD 3.3 billion, almost 40,000 employees, and 585 schools to serve, the Toronto District School Board (TDSB) is big. But it wasn’t always this way. The current board is an amalgamation of many local boards – and bringing them together has been a big reason why TDSB has been an SAP customer since 1999.

Gurjeet Dhaliwal is a senior SAP business analyst at TDSB. He helps design the SAP software landscape for the district. “We’re always looking for ways to bring our organization closer together,” says Dhaliwal. “We wanted to increase collaboration, speed decision-making, and improve our flexibility to do new things that meet the needs of the district.”

When SAP launched SAP S/4HANA, TDSB was interested. “We wanted to move forward,” says Paul Giannoulis, also a senior SAP business analyst at TDSB. “But we’re a school district. The budget is tight, transparency is a priority, and everybody needs to sign off based on a solid business case.”

THE RIGHT BOOTH AT SAPPHIRE NOW
At the SAPPHIRE NOW conference in 2018, SAP set up a booth to help organizations address the challenge of digital transformation. Providing live sessions with SAP Transformation Navigator, this booth took in more than 1,200 customers, making it the second-most-visited booth of the conference.

Two of these 1,200 customers were Dhaliwal and Giannoulis – both of whom jumped into the tool for an initial test-drive. “It was easy,” recalls Giannoulis. “We logged in to our SAP account and, all of a sudden, our whole landscape was loaded up.”

The colleagues recognized the value immediately. Simply by answering questions about their business needs and IT preferences, they could make decisions about adopting new functionality and get a sense of the impact of moving to the cloud or remaining on premise. The value drivers were particularly useful. “Cost of implementation may be the main concern,” Dhaliwal says, “or maybe it’s achieving innovation, enabling collaboration, or facilitating agility. Whatever the case, just indicate your value drivers, and the tool takes you down the appropriate path.”

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They also liked the collaborative aspect of the tool. “What’s great,” says Giannoulis, “is that you don’t have to get everybody in the same room. You can just send a link to the tool to subject-area experts – say, payroll or procurement – and have them run through questions for their area on their own. The tool is very intuitive.”

CONVERSATION STARTER FOR DIGITAL TRANSFORMATION
The session at SAPPHIRE NOW lasted an hour. Once back home in Toronto, Dhaliwal and Giannoulis spent more time with the tool to firm up initial decisions. More work remains, but what’s shaping up is a solid starting point for moving forward with digital transformation at TDSB.

“Our plan is to review where we stand with decisions across all of the subject areas, generate an initial road map, and start socializing it as a conversation starter,” says Giannoulis. “Things will change, I’m sure, but what we’ll have is momentum toward long-standing transformation goals.”

How would the team have launched its transformation initiative otherwise? Dhaliwal says that TDSB would have required outside partners and a lot of effort to pull the road map together. “Instead,” he says, “we’ll be out of the gates running in a fraction of the time.”

IT LOOKS GOOD TOO
Generating the consensus to move forward with digital transformation can be difficult. Anything to aid the cause is welcome. Particularly helpful to Dhaliwal and Giannoulis is the high-quality output of SAP Transformation Navigator. “What it produces,” says Giannoulis, “is a very polished piece of documentation – with figures and information sorted in tables. This looks very good when we put it in front of senior management. It just sells it.”

This documentation also brings transparency to the project. Everything under consideration is represented clearly and concisely. Changes made to the road map can be reflected in the tool and a new road map generated. “This is how you move a transformation project along,” says Dhaliwal. “Bring all the information together, present it to decision-makers, get feedback, and iterate. SAP Transformation Navigator is a good tool for doing exactly this.”

“Bring all the information together, present it to decision-makers, get feedback, and iterate. SAP Transformation Navigator is a good tool for doing exactly this.”

– Gurjeet Dhaliwal, Senior SAP Business Analyst, Toronto District School Board
MEGA

MEGA is one of the most important suppliers for painters, floor layers, and plasterers in Germany. Through its cooperative network of partners, MEGA serves approximately 65,000 commercial customers. As a general wholesaler operating across Germany, MEGA Group has more than 120 sites, 1,800 employees, and an annual turnover of over €400 million.

An SAP customer since 1996, MEGA had already decided to deploy SAP S/4HANA. To validate this decision, Jens Hungershausen, Head of the IT department, used SAP Transformation Navigator.

ADOPTION STARTER ENGAGEMENT FOR SAP S/4HANA
Hungershausen first came into contact with SAP Transformation Navigator at SAPPHIRE NOW in 2017, when the self-service tool was showcased to SAP customers. He used it in conjunction with the SAP S/4HANA Movement program, which helps companies migrate smoothly to intelligent ERP and quickly add value. The aim is to develop a company-specific road map within 90 days using various self-services offered by SAP (see also the comments by Michael Kleinemeier, member of the Executive Board of SAP SE).
A GOOD STARTING POINT
Hungershausen started using SAP Transformation Navigator after a brief introductory Webinar. He estimates that it takes slightly more than two hours to provide the necessary information in the tool and receive up-to-date product recommendations based on the company’s landscape. The tool covers the full SAP solutions portfolio and shows all relevant topics. “Of course, the tool isn’t a replacement for personal advice, but it’s a very good starting point,” says the Head of IT.

TRANSPARENCY ACROSS A GROWING SAP SOLUTIONS PORTFOLIO
SAP Transformation Navigator starts with a picture of what products customers are currently running, highlights if and when any changes will be made to these products, and recommends new products to help the company toward the goal of becoming an intelligent enterprise.

For Hungershausen, this means increased transparency – particularly useful in light of the growth of the SAP solutions portfolio. SAP, in fact, regularly updates the tool’s content to reflect market trends and new innovations – all of which are captured in the recommendations made.

“You see at a glance which products are available,” Hungershausen says. He now plans to continue using the tool so he can stay in the know.

“You have to put some effort into the tool, but it’s worth it. I would definitely recommend SAP Transformation Navigator to others.”

– Jens Hungershausen, Head of IT, MEGA eG
Starting Your Journey

Across industries, SAP Transformation Navigator is helping companies map out their digital transformations and reveal opportunities for success in the digital economy.

Where does the road ahead lead? While your specific journey will be unique, what we see is an increasingly intelligent enterprise, with SAP S/4HANA serving as your digital core. From this core, you can deploy creative solutions that use emerging technologies – such as machine learning, the Internet of Things, and Big Data analytics – to help you serve customers better and dramatically improve business performance.

SAP Transformation Navigator is there to help you chart the course forward for realizing this goal. Enjoy your journey.

Learn More

To find out more about SAP Transformation Navigator, visit us today.